

TODTW Day Events Underway for April 26

It's time again for the national event, "Take Our Daughters to Work Day." This year's ICSEW-sponsored festivities will be held at the Lacey Community Center on Thursday, April 26. We invite all state employees to bring children between the ages of 9 and 18 to work with them on that day.

The Governor's ICSEW actively promotes this event. It is nationally sponsored by the Ms. Foundation, with an emphasis on promoting the self esteem of young women while showing them their options in the workforce. Both boys and girls are welcome.

The events at Lacey Community Center are scheduled to begin at 9:30 a.m. and to wrap up at 3:00 p.m. A career fair, motivational speakers, hands-on activities and hopefully a presentation by Governor Locke and/or the state's First Lady, Mona Lee Locke are being planned.

Registration announcements will be going out to each agency around mid-March, and registration is required in order to assure adequate seating and materials. Contact your agency ICSEW representative or Connie Lee Clark, TODTW Day Chair at (360) 923-2753 if you have questions. Early registration is desired, and the "dress code" will include casual, comfortable clothes.

ICSEW welcomes your participation and support. Let's make this a great day!



Health and Wellness Fair -- Over 400 people attended the second annual Health and Wellness Fair on February 14 at L&I. Highlighting the day were guest speakers Attorney General Christine Gregoire and Marilyn McCabe-Love from the Department of Personnel. Display booths from 36 participants offered a variety of information. To help finance future ICSEW health and wellness fairs, a silent auction of Valentine's Day favorites netted \$1,138. (Photos by Donna Lynch and Peggy Noble)



Inside *InterAct* . . .

Celebrate Professional Secretaries' Day April 26..... Pages 2 and 3

Improving Quality of Life
Through Stutter Management and Control Page 4
Online Help Available for Family Caregivers Page 4

Domestic Violence Training Offered in Spokane April 19

The Governor's ICSEW is joining forces with Washington State University (WSU) to once again present the domestic violence workshop entitled, "Domestic Violence: Symptoms, Warning Signs and What to Do" but with a new twist. By popular demand, and for the first time ever, it is being featured in Spokane at WSU – Riverpoint on April 19, 2001. Details regarding registration for this workshop will be available on the ICSEW website in March.

The workshop curriculum was originally designed by Kathy Shore and the Department of Health ICSEW Core Group. The pilot workshop was first presented in October 1997 and was written from a survivors' perspective. In the beginning, the subject matter seemed risky and controversial, as it dealt with why abusers batter, rather than simply blaming victims, and presented a survivor speaker who told her personal story, and gave credible examples of why victims are terrified to

leave and how terror often doesn't end when the relationship ends.

The pilot workshop was such a success that the DOH ICSEW Core Group decided to repeat it one year later. The Governor's ICSEW featured the same workshop, with added speakers in October 1999, and it has become an annual event – drawing more speakers, larger interagency audiences, and follow-up mail from state employees who have left violent relationships or are seeking advice on how they might help co-workers and friends.

Norm Nickle, MSW from Hoy and Nickle Associates, Catherine Steele from Olympia, Detective Chris Edin from the Thurston County Sheriff's Office, and Kathy Shore will be speaking in Spokane. If you have questions about the workshop, you may contact Karen Zucco-Gatlin at (509) 335-8886 (email: kzucco-gatlin@wsu.edu), Kathy Shore at (360) 236-4953, or Connie Clark at (360) 923-





2000 - 2001 Executive Board

Chair

Kathy Shore

Department of Health
Mailstop: 47890
(360) 236-4953
kathy.shore@doh.wa.gov

Vice Chair

AnnyKay Melendez

State Auditor's Office
Mailstop: 40031
(360) 586-2273
melendea@sao.wa.gov

Executive Secretary

Marla Oughton

State Services for the Blind
TB-77, Seattle
(206) 658-6730
maroughton@dsb.wa.gov

Budget

Brenda Landers

Higher Education Coordinating Board
Mailstop: 43430
(360) 753-7827
brendal@hec.wa.gov

Communications

Donna Lynch

Department of Ecology
Mailstop: 47600
(360) 407-7529
dlyn461@ecy.wa.gov

Conference

Karen Dunn

CTED

Mailstop: 43173
(360) 956-2096
karend@ep.cted.wa.gov

Education

Gail Grosvenor-Nyreen

DSHS

Mailstop: N17-28, Seattle
(206) 341-7117
ggrosven@dshs.wa.gov

Health Care/Wellness

Janet McTurnal

Department of Retirement Systems
Mailstop: 48380
(360) 664-7208
janetm@drs.wa.gov

Membership

Sheila Johnson-Teeter

Employment Security Department
Mailstop: 6000
(360) 438-4128
sjohnson@esd.wa.gov

Promotional and Career Opportunities

Debbie Robinson

Washington State Lottery
Mailstop: 43005
(360) 664-4814
robinsd@lottery.wa.gov

Historian

Carol Maher

General Administration
Mailstop: 41012
(360) 902-7210
cmaher@ga.wa.gov

Childcare Task Force

Maryann Connell

Department of Agriculture
Mailstop: 42589
(360) 902-2050
mconnell@agr.wa.gov

Mailstops are in Olympia
unless otherwise noted.

Four Careers Highlighted

The Road to Success



Julie Boyer

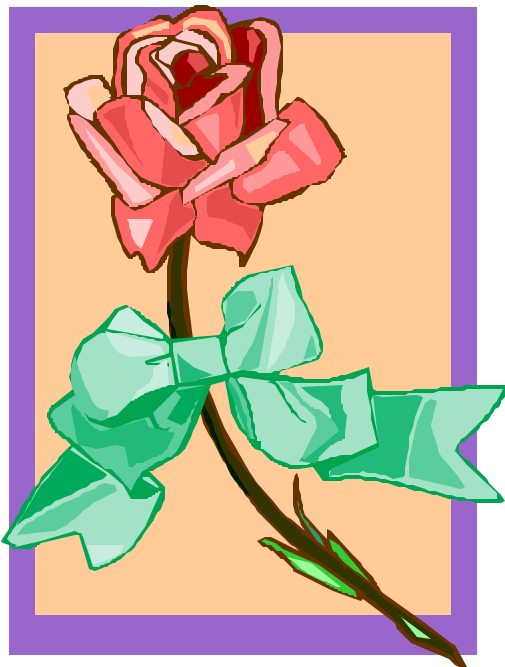
By Michelle Benton

Julie Boyer started her career with Washington State government in 1971 as a temporary file clerk with the State Probations and Parole Office, Department of Prisons. She retired with 30 years of service in January 2001 from the Department of Natural Resources, where she was the Supervisor (agency director) for the last year.

Julie held many jobs during her 30 years with state government, including a clerk typist, secretary, administrative assistant, personnel manager (for more than one agency), deputy director and project manager on several important state-wide projects, including the Governor's Y2K project.

Julie attended college, but gained most of her skills and knowledge through on-the-job training in her various positions. She took advantage of classes and seminars that were offered as well as finding several mentors over the years to help her develop and gain new skills. Julie enjoyed all her jobs and learned valuable lessons from each one of them.

She recalls her days as a secretary fondly, acknowledging just how far we have come since the days of the manual typewriter, carbon copies and the "letter perfect letter." She smiles as she remembers those days when you had to retype a letter until it was perfect. There was no such thing as word processing programs, computers or spell check! She recalls how she went through boxes of carbon paper and trash cans full of mistakes until she got that "letter perfect letter!" Julie always kept a sense of humor about her and remembers the time one of her bosses taped two trash cans together as a joke about how much carbon paper she would use in a day.



Julie felt she was fortunate to have worked for highly competent managers who were well regarded within state government. This allowed her valuable opportunities and enjoyable assignments that offered personal and professional growth.

Julie was also a member of ICSW (Interagency Committee on the Status of Women). She co-edited the InterAct newsletter and helped coordinate the very first ICSW conference under former Governor, John Spellman. She participated in the 1982 Concerns of Women in State Government Survey done by ICSW. She received two Distinguished Management Leadership Awards from two different Governors. She is only the second state manager to have been recognized twice for such a high honor. She helped organize the first employee wellness program when she worked at the Department of Community Development. These are only a small accounting of the many accomplishments and highlights of Julie's 30-year career with state government.

When I attended Julie's retirement party on February 15, 2001, I realized just how remarkable this woman is. Not only did she start out her career in the clerical field and end as an agency director, she touched many lives along the way. Her former employers and co-workers talked about her many accomplishments but also how she personally touched their lives and others with her positive attitude and personal spirit. It never mattered how busy Julie was, she always found the time and energy to help others.

One manager shared a story of how she collected money to help a co-worker in need, but still maintained that persons privacy and dignity. Another talked about how she organized a group to help a co-worker leave a domestic violence situation. She orchestrated the move from their home and helped them

find a job in another location. These are only a few examples of how passionate and caring Julie is. All her former co-workers and managers agreed, when Julie asked you for something you did it, no questions asked. You always knew it was for a good cause.

When I had lunch with Julie recently to interview her for this article, I asked what advice she would give to a young woman starting out in state government and she said, "Find a person that you have high regard for and develop a long term relationship with them. Through that mentoring relationship, they can help you develop your long-term career

goals. Sometimes others can see things we can't and having a trusted mentor can help your personal and professional development immensely."

In closing, I would like to say with great admiration, that Julie Boyer is truly a remarkable woman. Not only did she rise from a clerical position to finish her career as an agency director, she touched many lives along the way. She never forgot where she came from, her family or those that helped her on her journey to personal and professional success.

She always took the time to give something back and to help others find their way. She learned from every opportunity that was given to her and never took it for granted. She took pride in each position she held, no matter what her title was. She gave her very best as a clerk typist and as an agency director! She proved that through hard work, perseverance and pride in what you do, that one can truly accomplish anything you set out to do.



Sharon Whitehead

By Starr Knutson

Sharon Whitehead exemplifies the rewards of hard work, persistence, experience and public service. During the 20 plus years she has worked for the state of Washington, she has progressed from part-time clerk to assistant director of a department. What an encouragement for women who are entering, re-entering or looking for promotional opportunities today!

She began her career in state government as a part time Clerk 2 for DSHS in the Lakeland Village human resources office. Currently she is the Assistant Director, Client Relations, for the Department of Personnel in Olympia.

For four years Sharon worked full time at DSHS during the day and went to college at night. She worked her way up the human resources career ladder progressing from Human Resources Assistant 1 to Personnel Officer 4 over a six year period.

In 1989 Sharon moved to the Department of Fisheries as the Personnel Manager. She promoted to Assistant Director for Management Services at Fisheries leaving there in 1992 for DOP.

Her career at DOP began as a

Secretaries' Day April 25

Personnel Services Supervisor, however, her skills were quickly appreciated and she advanced to Special Assistant to the Director. From there she moved to her current position.

Sharon told me a funny/sad story about being a secretary. She attended a regional human resources meeting where a training class on RIF sensitivity was presented. During the meeting she received a phone call and was notified that her current position was being eliminated! Obviously, she survived that and continued her career.

Her best memory of working in the HR office includes how good it felt to help people immediately. She enjoyed the face to face conversations with people and having the ability to resolve things quickly. Currently the situations she faces are more complex and she usually does not have an answer immediately.

Sharon may have a problem providing references for any future employer concerning her skills as a secretary. All of her supervisors have retired! However, her years of state service have expanded her skills and knowledge and she has many more references available to her today.

Sharon's advice to anyone starting out in state government:

1. Learn as much as you can;
2. Take on those assignments no one else wants; and
3. Have an attitude of service to the public.

She celebrates Professional Secretaries' Day by giving every support person around her positive appreciation.



Shirley Smith

By Marla Oughton

Shirley Smith is certainly someone who others can look to as a model and for inspiration. Whether you are a career secretary or wanting to advance, Shirley has done it all and has advice for others. Shirley excelled as a secretary at the top of her field and built her career through experience, excellence and by challenging herself. Shirley always looked for opportunities to learn, grow and advance. Upon retirement and at the end of her career with the state she held the position of Director at the Department of Services for the Blind.

After leaving the military as a Personnel Specialist, Shirley began her career as a secretary in the private sector in 1961. From 1961 to 1977 she held a variety of secretarial positions in the private sector and also began her employment with the public sector. Her positions included working as a Secretary to the Dean at Washington State University, Confidential Secretary to the Superintendent of Public Instruction and Secretary II at the Office of Financial Management. Then in 1977 she took a position with the Department of Wildlife as an Administrative Assistant 3 and later served as an Administrative Assistant 4.

After the Department of Wildlife, Shirley took an assistant director position with the Department of Services for the Blind (DSB), then served as deputy director in 1985, acting director in 1988 and was appointed director in 1989. Some of the successes Shirley achieved while at DSB included building an agency that was nationally known and recognized by others as being a quality agency. An agency that others trusted and had faith in. An agency with integrity toward the issues and mission. And, an agency that was innovative, particularly in reasonable accommodation for staff and those served by the agency.

Additionally, Shirley was able to impact legislation to the benefit of others and involved those in the community. She credits the community for keeping her in touch with what the agency was doing and what the agency needed to do.

Shirley feels fortunate to have had a state career that was steadily upwards and fully utilized her skills. What helped is that Shirley learned early on how to operate at the highest levels in an organization as she always supported executives. Shirley points out that it's often a challenge for many secretaries, who want to advance, to move away from the stigma of being labeled as only being a secretary, rather than someone with skills and abilities.

Shirley explains that often once you're seen as a secretary it's hard to change how others think of you. She believes that sometimes you have to leave one place and start new somewhere else to achieve this. Starting at a new place, at a different level, gives you an opportunity to come into a agency and to have others only think of you at that level.

Shirley's advise to others who either want to excel in their field or want to advance into other fields is to "learn to do everything you can and make yourself valuable to the em-

ployer." She explains, "The more you learn, the more you are given to do, the faster the promotions." Also, get yourself a mentor. Shirley appreciates the mentors

she had at the Department of Wildlife and the Office of Financial Management, and recognizes that she couldn't have made it without them.

She adds, "Mentors help you see your skills and abilities and give you opportunities to shine. They also encourage and help you succeed in whatever you try. So work hard, be a problem solver for the boss, and get a mentor!" As an executive, Shirley did this for others. She provided opportunities for others through mentoring, caring and challenging them to be the best they could be.

Shirley thinks that bosses should take the opportunity that "Secretary's Day" provides to take time to appreciate the hard work secretaries do. Adding, "people need and deserve to be recognized for doing whatever it takes to get the job done for their units, sections, boss, etc. "Sometimes secretaries sacrifice their personal time to ensure last minute things are done and that the job gets done in time!"

Shirley had the confidence in others abilities and skills and wanted to give them the same opportunity she was given in her career.



Sally Turnbull

By Julia C. Ojard

Current Title and Agency:

Investigative Training Coordinator, Washington Utilities and Transportation Commission (WUTC)

What was your first job with Washington State:

My first job was as a Clerk Typist 2, with the Department of Social and Health Services, in the Emergency

Medical Services Section (EMT). I provided secretarial support to the EMT program for the state.

What is your educational background:

I have an AA Degree from Grays Harbor College, and a BA from The Evergreen State College.

Give us a brief highlight of your career:

My first job was as a Clerk Typist 2, in 1974, and I worked my way through the secretarial ladder. In 1980, I took an exempt position as a Confidential Secretary, and then in 1982 another exempt position as an Administrative Assistant. In 1987, I accepted a job as the Executive Assistant to the Chair of the Utilities and Transportation Commission, where I still work.

Other opportunities I also have experienced at the WUTC are: Manager of the Permits and Insurance Section, and Manager of the Compliance and Operations Section, of the Transportation Division. I currently work part-time as the Investigative Training Coordinator.

What triggered my changing career paths was the fact that I saw people daily, all around me, doing program management work that I totally believed I could do, given the chance. Position requirements were much more strict then, (without WMS, etc.) so most of the jobs that I believed I could do required a minimum of a 4-year college degree.

At that time my supervisor was a huge supporter of mine and encouraged me to get my degree. As I already had half of my college credits with an AA degree, I enrolled in night classes at The Evergreen State College and received my BA degree in 1986. In just a few years, doors were open to me for management level positions. It was a time of tremendous growth for me personally and professionally.

Do you have a funny story about being a secretary:

Yes, coming to work in the middle of the night to try to get schedule change information to a boss traveling to Europe . . . Talking to the Frankfurt, Germany airlines staff to try to get a message to her!

What is your "best" memory of being a secretary:

My best memories of being a secretary are being part of the "big picture" – knowing a little bit of everything that is going on in an organization and feeling like an integral part of it.

What advice would you give to someone starting out in state government:

Do your job with integrity. Work hard. Assume "equal intelligence." Let your career desires be known to as many people as possible. Take on additional work. Work with people you admire. Be yourself and do every single job as well as you can.

What did you like most about being a secretary:

I truly loved the entire secretarial series and all of my exempt positions as administrative and executive assistants.

Improving Quality of Life Through Stutter Management and Control

By Marla Oughton

Have you ever considered what it would be like to be unable to control the flow of your speech? To have to plan your life, career choice and daily activities around your ability to speak? For most of us we take our ability to communicate verbally for granted, without thinking twice about what we are going to say and when we are going to say it.

For people who stutter it's a controlling disorder that affects every aspect of their lives. This communication disorder affects speech in which the flow of speech is broken by repetitions (li-li-like this), prolongations (lllllike this), or abnormal stoppages (no sound) of sounds and syllables.

Greg Dempsey, personally can speak to the impact it's had on his life and the ability to successfully manage and control stuttering. Greg Dempsey is a person who stutters.

One of the first things the Successful Stuttering Management Program at Eastern Washington University (EWU) teaches its participants is to advertise that you are a stutter. Through the Successful Stuttering Management Program (SSMP) at EWU, Greg was able to learn to control and manage his stuttering and now he is helping others.

Greg with the support of his wife Roxanne Dempsey, ICSEW member, works with SSMP to help change how stutters feel about themselves by building their self-confidence and ability to succeed. Explaining that so many are ashamed of it and try to hide it. And, who else can better relate and teach them than someone who has "walked in their shoes." Greg began working with EWU as an employee in 1976 and went through SSMP in 1991.

Greg himself admits, it took him some time to have the courage to deal with his stuttering and that he himself let stuttering control his life. Even to the point of giving his children names that he wouldn't stutter saying or so he thought.

Later in 1992 he began working in support of the program and in 1993 returned to school and served as a student clinician in the program. Greg now acts as co-coordinator for the program. Greg's biggest reward is "assisting someone in making their

quality of life better." The Successful Stuttering Management Program at EWU was founded in 1963 by Dr. Breitenfeldt and has successfully, over the past 38 years, helped adolescent stutters from the age of 15 through adulthood learn to manage and control their stuttering.

The program is an intensive 3 1/2-week program that occurs during the summer months (July-August) of each year and is designed to assist the stutterer in learning to successfully manage and control the stuttering.

The summer program also serves as a training site for speech pathologists. A maximum of 10 participants are accepted with 20 advanced students majoring in speech pathology providing much of the therapy while supervisors plan much of the therapy and oversee the program. A maintenance and follow-up program has also been established to assist the participants in maintaining improvement.

All of the participants stay in a dormitory at EWU, which provides the opportunity for them to relate closely with one another. Participants follow an intense therapy regimen that consists of both individual and group work beginning with a presentation to the group.

Greg shares how participants are asked to go "right into the pit" so to speak by having them expose all of their fears and stuttering blocks, leaving behind all of their tricks and other therapy they have followed in the past. This self-exposure is something many of them have never done before.

The benefit Greg explains, is that it "turns the environment into a stutter environment" that is safe and supportive. A considerable amount of time is spent reducing and eliminating word and situation fears. The participants self-image is improved by participating in many outside speaking situations which include talking on the telephone, talking to groups, talking in classes and talking with clerks and strangers.

Considerable time is also devoted to the identification and the evaluation of the individual's outward stuttering. Teaching participants to handle and control their stuttering as opposed to being controlled by their stuttering follows this.

At the completion of therapy, participants are able to successfully

manage their communication with lasting results. Greg shared a success story of a young woman who used to take 60-seconds just to say her first name and upon graduation from the program she was so pleased to be able to say her full name with little or no hesitation.

"The gratification of being able to say what you want and when you want to say it" is the ultimate success for the graduates of the program. The program doesn't claim or advocate a cure for stuttering. Instead their emphasis is on assisting stutters in learning to successfully manage and control their stuttering. Which may be considered a "modification of stuttering symptoms

approach." The program has become internationally known and attracts not only those who want to conquer their stuttering but also those who are in the field of communication disorders. Program costs are \$2000 and include diagnostics, therapy and room and board. Some scholarships are available through the National Stuttering Association.

For more information about Successful Stuttering Management Program call EWU, Dept. of Communication Disorders at 509-359-2302 or email at SSMP@EWU.EDU. The dates for this years program workshop are July 9 through August 1, 2001.

Online Help Available for Family Caregivers

The Administration on Aging (AoA) in January launched its new "Because We Care" guide to assist America's family caregivers to deal with the day-to-day challenges associated with caregiving.

Caregivers can receive immediate access to information about services and educational tools by logging onto www.aoa.gov/wecare. Designed as a consumer-friendly online resource, the new site is dedicated to the growing numbers of caregivers in communities across the country.

"We are excited about the guide, Because We Care," notes Jeanette C. Takamura, Assistant Secretary for Aging in the Department of Health and Human Services. "Since older adults are turning increasingly to the Internet for information, this easy-to-use online service gives caregivers and their families immediate access to essential information."

AoA's comprehensive caregiver guide provides information and a range of suggestions on how to make caregiving easier and more effective.

Topics include tips on how to maximize your care receiver's independence and health; how to improve or maintain a good quality of life and bring about positive lifestyle changes; where to turn for help with housing, finding affordable long-term care, and coping with Alzheimer's disease and other forms of dementia. Caregivers also will

find suggestions on how to avoid "burning the candle at both ends." Much of the information is drawn from ongoing research by AoA and recommendations made by hundreds of caregivers across the country.

Because We Care also includes links to the wealth of information available on the web sites of other public and private organizations that caregivers and family members can consult in caring for their older relatives and friends.

"Providing caregivers with expanded self-help capabilities, whenever they need it, just makes sense. It's another example of AoA's continued commitment to meeting the needs of our nation's older adults, their caregivers and families," said the Assistant Secretary. "We plan to add relevant and timely information to the guide on a regular basis to further assist caregivers."


The Older Americans Act Amendments of 2000, signed by President Clinton on November 13, 2000 includes the new National Family Caregiver Support Program, which will, when funded, support families who care for older relatives who are chronically ill or have disabilities. The Older Americans Act legislation is awaiting funding when Congress reconvenes.

Domestic Violence Hotline
1-800-562-6025

INTERACT is published by the Communications Committee of the Interagency Committee of State Employed Women (ICSEW).

Chair and Editor: Donna Lynch, Department of Ecology
Web Coordinator: Gina Hobbs, Department of Information Services
Distribution: Kacy Brandeberry, Insurance Commissioner's Office

Photocopying, distributing and posting of this publication is strongly encouraged. This publication is available in alternate formats. All persons interested in submitting articles or ideas for this publication should contact their agency's ICSEW representative or:
Donna Lynch, InterAct Editor
Department of Ecology
P.O. Box 47600
Olympia WA 98504-7600
Phone: (360) 407-7529 (Voice) or (360) 407-6006 (TDD)
E-mail: dlyn461@ecy.wa.gov

 Printed on Recycled Paper

Calendar of Events

National Women's History Month	March
ICSEW General Membership Meeting	March 13
Single Parents' Day	March 21
National Child Abuse Prevention Month	April
Stress Awareness Month	April
Daylight Savings Time Begins	April 1
National Equal Pay Day	April 5
ICSEW Executive Board	April 11
Earth Day	April 22
Professional Secretaries' Day	April 25
Take Our Daughters to Work Day	April 26